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Series of the Certificate \_\_\_\_\_\_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_\_\_\_\_\_

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| **1. Title of the Certificate(1)** |
| ☐ Diploms par profesionālo vidējo izglītību☐ Profesionālās kvalifikācijas apliecībaProfesionālā kvalifikācija: **Viesu uzņemšanas dienesta speciālists** |
| (1) in the original language |

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| **2. Translated title of the Certificate(2)** |
| ☐ Diploma of vocational secondary education☐ Certificate of professional qualificationProfessional qualification: **Hotel Receptionist\*\*** |
| (2) If applicable. This translation has no legal status. |

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| **3. Profile of competences** |
| A hotel receptionist ensures approval of requests and orders, reservation of guest rooms, registration of the guests and consulting the guests on additional services, and also compiles information on services used by the guests.Has acquired competences for performance of the following professional duties and tasks:3.1. Work organisation in the guest reception service of hospitality company: * to plan work processes;
* to organise and coordinate own work;
* to manage and control work processes;
* to ensure order in the premises and surroundings;
* to organise services and activities of the company for the guests;
* to ensure full-fledged use of all resources;
* to apply the basic principles of communication and hospitality;
* to give instructions to the subordinated employees at the work place;
* to cooperate with other services in the company;
* to use certified cleaning products, tools, equipment and methods.

3.2. Observing of the basic principles of communication and hospitality: * to work individually and in a team;
* to cooperate with partners;
* to make decisions within the limits of own competence;
* to assess the quality of own and team's work;
* to be ready to compromise;
* to feel the situation, prevent and resolve conflicts;
* to raise the quality of services;
* not to disclose confidential information about the guest and the company;
* to observe laws and regulations that guarantee protection of the guests and their property;
* to make favourable first impression.

3.3. Reception of the guests: * to take reservation orders;
* to carry out reservation correspondence concerning changes and refusals;
* to carry out preparatory works for reception of the guest;
* to receive and register the guests;
* to show the guests their place of accommodation;
* to provide information;
* to offer the company's services;
* to prepare an invoice for the guests;
* to communicate with the guests in the official language and in a foreign language;
* to deliver information addressed to the guest;
* to offer tourist attractions, services and activities, putting an accent on the opportunities available in the respective company and region;
* to make various settlements with the guests;
* to arrange the guest's data history;
* to follow the guest's activities and used services throughout his/her stay.

3.4. Application of language skills: * to communicate in the official language;
* to communicate with the guests in at least two foreign languages;
* to use the professional terminology in the official language and in foreign languages.

3.5. Development and arrangement of basic hospitality documentation: * to prepare documents in accordance with legislation and record-keeping regulations of Latvia;
* to prepare registration and payment documentation for various cycles of stay of the guests;
* to draft work process reporting documentation for planning of work of other services;
* to use various payment systems;
* to participate in stock-taking in the guest reception service and prepare stock-taking documentation;
* to develop a plan of events and appropriate other necessary documentation.

3.6. Implementation and assessment of the basic principles of the company operation: * to actively cooperate with structural units of the company;
* to promote increasing of the company turnover, using professional knowledge;
* to develop own and company's image;
* to analyse reports of the work process;
* to conduct demand research (customer surveys, questionnaires etc.);
* to assess the needs of the guests;
* to have good knowledge on competitors;
* to elaborate suggestions for development and improvement of the guest reception service work;
* to strive towards achievement of common goals of the company.

3.7. Compliance with labour protection rules: * to observe work internal rules of procedure;
* to observe the rules for use of the technological facilities and equipment of the guest reception service of the company;
* to observe safe operation of electrical equipment;
* to provide first medical aid;
* to observe hygiene rules;
* to observe compliance with the binding regulations of the state controlling institutions;
* to exercise employment, social and other rights and guarantees.

Additional competences:* <<To be completed by the education institution>>;
* ...;
* ...;
* ...
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| **4. Employment opportunities in line with the professional qualification(3)** |
| To work for companies, incl. tourist accommodation places – hotels, motels, youth tourist accommodation places, guest houses, sanatoriums, camping sites etc. |
| (3) If possible |

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| **5. Description of the Certificate** |
| **Name and status of the body issuing the Certificate** | **National authority providing recognition of the Certificate** |
| *<<Full name, address, telephone number, website address; e-mail address of the issuing body.* *Legal status of the issuing body>>* | Ministry of Education and Science of the Republic of Latvia, website: *www.izm.gov.lv* |
| **Level of the Certificate****(national or international)** | Grading scale/Grade attesting fulfilment of the requirements |
| State-recognised document, corresponding to the fourth level of the Latvian Qualifications Framework (LQF level 4) and the fourth level of the European Qualifications Framework (EQF level 4). | A mark of at least "average - 5" in the professional qualification examination (using a 10-point scale). |
| **Access to the next level of education** | **International treaties or agreements** |
| Diploma of vocational secondary education enables further education at LQF level 5/ EQF level 5 or LQF level 6/ EQF level 6. | *<<If applicable.* *To be completed by the education institution in case international treaties or agreements provide for the issue of additional certificates. If not applicable, delete comment>>* |
| **Legal basis** |
| Vocational Education Law (Section 6) |

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| **6. Means of obtaining the Certificate** |
| ☐ Formal education:☐ Full-time☐ Full-time (work-based training)☐ Part-time | ☐ Education acquired outside the formal education system |
| **Total duration of training\*\*\*** (hours/years) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **A: Description of the vocational training received** | B: Percentage of total (100%) programme  | C: Duration (hours/weeks) |
| Part of the education programme completed in the education institution | *<<Indicate the amount (%) of the education programme completed on the premises of the education institution>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed on the premises of the education institution>>* |
| Part of the education programme completed in workplace internship, including work-based training | *<<Indicate the amount (%) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* | *<<Indicate the amount (in hours or training weeks) of the education programme completed outside the premises of the education institution,**i.e. practical training in enterprises, workplace internships, work-based training>>* |
| \*\*\* Applicable to formal education.**Further information available at:**[*www.izm.gov.lv*](http://www.izm.gov.lv)[*https://visc.gov.lv/profizglitiba/stand\_saraksts\_mk\_not\_626.shtml*](https://visc.gov.lv/profizglitiba/stand_saraksts_mk_not_626.shtml)**National Information Centre:**National Europass Centre in Latvia, [*http://www.europass.lv/*](http://www.europass.lv/) |